

## **A 1.0 General Information**

Submission of a proposal shall constitute applicant recognition, understanding, acceptance, and consent to adhere to the requirements, responsibilities, terms and conditions of this RFP.

This RFP may or may not result in an award of a contract. The DCFS reserves the right, at its sole discretion, to cancel this RFP at any time for any reason. Submission of proposals confers no rights upon the applicant. Receipt of the proposals shall not, in any manner whatsoever, obligate the DCFS or the State of Wisconsin, or any employees thereof.

The DCFS reserves the right to cancel the RFP at any time for any service territory. In the event the DCFS cancels the solicitation for one service territory, it may continue to solicit proposals for others.

Award of a contract to an applicant for a service territory will be based on an evaluation of the information submitted in the proposal process, references, presentations, if required, and written clarifications and corrections, if any, requested by the DCFS.

### **A 1.1 Supplemental and Clarifying Information**

The DCFS requires references from applicants, as well as references from other service industry sources and users known to the evaluation team, and the contract administrator will provide the results of these references to the Evaluation Committee. The Evaluation Committee will consider the results of the information obtained through references using such information, as is appropriate, to amend its scores in accord with the original evaluation criteria. To remain in the selection process, the applicant must provide the requested information within the time specified by the DCFS.

Unless requested by the DCFS, no additional information will be accepted from an applicant after the deadline for submittal of applications.

### **A 1.2 Payment for Services**

The Department will use a case rate payment mechanism for the Ongoing Case Management program and continue to use the rate-based payment mechanism for the Safety Services program. Features of payment mechanisms common to both the Ongoing Case Management and Safety Services programs are:

- Agencies will be paid a monthly case rate subject to a contract maximum.
- Agencies will have an opportunity to earn a reserve, consistent with s. 46.036, Wis. Stats.
- Calculation of annual reserve amounts and the portion of reserves that an agency can retain in a year will be partly based on the DHFS *Allowable Cost Policy Manual*. In addition, any earnings become part of the reserve, and the extent to which agencies achieve important child welfare Ongoing Case Management and Safety Services outcomes and program objectives will partly affect payment amounts, the amount of

reserves retained, and the degree of discretion and length of time agencies will have in spending reserves.

- In addition to the funding provided under the contract, agencies will: (1) refer clients who are MA eligible to their HMOs for services, whenever possible and appropriate; (2) secure Targeted Case Management funding to partially support staff; and (3) comply with federal claiming procedures that enable the DCFS to claim Title IV-E reimbursement for those activities that are Title IV-E reimbursable.

*Ongoing Case Management Payment Principles:*

- Agencies will be paid based on a single monthly case rate. Contractors will engage in a process with the Department to devise a rate that properly balances risks and rewards and adequately funds contractors in providing cost-effective services. This rate, multiplied by the number of active ongoing cases at the end of the month will determine monthly payment. Following the initial 18-month period of the first contract cycle, the Department will consider establishing a tiered rate system that will pay agencies higher rates for newer cases and a lower “maintenance” rate for older case as an incentive to achieve permanency more quickly.
- Because a case-rate payment method entails some risk associated with fluctuating case loads, in the early contract periods the Department intends to limit agency risks of not receiving enough revenue to fund reasonable fixed costs, as defined by the Department. However, to compensate for limiting risk, the Department also will limit the amount of reserve an agency can earn. The Department intends over time to increase the amount of reserve that an agency can earn as the risks the agency absorbs also increases.
- Agencies will be subject to a cap on funds spent on administrative costs, as defined by the Department. Spending in excess of this cap will not be considered an allowable cost, and agencies cannot consider these costs when making reserve calculations and determining allowable reserves to be retained.
- If an agency achieves high priority Ongoing Case Management program outcomes and also is able to earn a reserve, that agency will be granted flexibility in using the reserve amounts for serving program target populations. However, an agency that does not achieve objectives will be required to use reserves to fund a corrective action plan to make needed program improvements.

*Safety Services Payment Principles:*

- As is current program practice, agencies will be paid a monthly safety services rate per case.
- In addition to the service components of the Safety Services program, these funds are also intended to support costs of staff salaries, fringe benefits, and supplies and services.

### **A 1.3 Facilities**

Existing facilities and locations may be utilized through the end of their lease dates, which will expire in 2006 and 2009. The Department will engage in joint planning around facility use with the contractor(s). In the long-term, the Department is open to alternative locations to best serve the needs of children and families. It is likely that vendors may share existing facilities for service delivery and administrative functions, and that other service providers may be co-located with child welfare workers. Applicants will be asked to provide recommendations for use of service locations in Phase II of the RFP. It is anticipated that new service locations may be established for each of the two pilot sites that will operate under these contracts.

### **A 1.4 Issuing Agency**

The RFP is issued for the State of Wisconsin by the Division of Children and Family Services (DCFS). The DCFS is the sole point of contact for the State of Wisconsin during the selection process.

### **A 1.5 Contract Term and Length**

The Bureau of Milwaukee Child Welfare expects to enter into an initial five-year base contract with the option of three, one-year renewals. After 18 months and annually thereafter, the Department will discuss budget levels, funding, and options for annual renewals based on satisfactory agency performance and achievement of key outcome goals. Provisions that will be discussed and renegotiated as needed on an annual basis include but are not limited to: case rates, budget, workforce stability, program outcomes, and progress in collaborating to create a unified provider network.

### **A 1.6 Reasonable Accommodations**

The DCFS will provide reasonable accommodations, including the provision of informational material in alternative format, for qualified individuals with disabilities who are applying for one or more of these contracts. For special needs, contact:

Linda Ashley  
1555 Rivercenter Drive Suite 220  
Milwaukee, WI 53212  
414-220-7063  
TTY: #711

### **A 1.7 VendorNet**

The State of Wisconsin has implemented a registration system for vendors who wish to be placed on the state's bidders list. Registration will ensure that vendors will receive any bid/proposal over \$25,000 that occurs statewide in the vendor's commodity area. In the future, bids will not automatically be sent if the vendor is not a registered vendor. To obtain information on the state's registration process, please call the Vendor Information Center (1-800-482-7813). In the Madison area, please call 264-7897 or 264-7898 or visit the VendorNet Website at <http://vendornet.state.wi.us>.

### **A 1.8 Proposal Organization**

With the exception of information that may result from Section A 1.10 below, the only information evaluators will be given about a project is that which is contained within the proposal, and it will be scored to determine the merits of one proposal over another. For that reason, each copy must be a duplicate of the entire original, including any attachments. Failure to fully respond to each of the requirements and specifications in the RFP may be the basis for rejecting a response.

In Phase I of the RFP, applicants may submit only one (1) proposal. A proposal must include the following items submitted in the order listed.

1. Cover Page Form DOA 3261(Attachment H3)
2. Outline and Table of Contents (Attachment H2)
3. Narrative (*Not to Exceed 20 Pages*)
  - Child Welfare Experience
  - Organizational Capacity
4. Designation of Confidential and Proprietary Information Form DOA-3027 (Attachment H4)
5. Vendor Reference Form (Attachment H5)
6. Designation of Service Territories (Attachment H6)
7. Agreement or Memorandum of Understanding and other required information for consortiums in the Who May Apply Section 1.1 of this RFP

### **A 1.9 Cover Page**

The cover page of proposals must identify the applicant and must include the following information:

1. The name, address and telephone number of the applicant or lead agency applicant submitting the proposal. (Note: “Applicant” is defined as one organization or two or more organizations joined together for the purpose of submitting a proposal in response to this RFP.)
2. The name, address, and telephone number of the contract fiscal agent. (Note: The fiscal agent is an agency managing the finances of the contract. It is responsible for the receipt and administration of funds and for the submission of all fiscal reports to the Wisconsin Department of Health and Family Services. For a single applicant, the fiscal agent is that applicant. A consortium applicant must designate a fiscal agent).
3. The Internal Revenue Services number assigned to the agency that is responsible for the employees hired under this professional services contract.
4. The name, title and telephone number of the official authorized to commit the applicant agency to a contract. This official must also sign the cover page of the proposal.

### **A 1.10 Presentations**

After the initial rating of the written proposals, the Evaluation Committee may require the applicants with the top scoring proposals to make presentations. The Evaluation Committee may amend their ratings of the proposals, based on the presentations, in accord with the pre-established criteria specified in the ***Evaluation of Proposals*** subsection of this RFP. Applicants will be notified of the time and place for the presentation, if requested. The presentation will be made at no cost to the State of Wisconsin. An applicant invited to make a presentation must, at minimum, include the fiscal agent and key staff person from the lead agency who will be responsible for the implementation and direction of the applicant's role in the Bureau of Milwaukee Child Welfare System. If presentations are requested and held, the proceedings will be recorded and the Evaluation Committee's questions and each applicant's responses will be relevant to any ensuing contract.

### **A 1.11 Public Information**

It is the intention of the State to maintain an open and public process in the submission, review and approval of contract awards. All material submitted by applicants will be made available for public inspection after mailing notice to applicants of the scoring outcomes generated from the evaluation(s) of the proposals which were submitted from Phase I. This information will be available for public inspection during the hours of 8:00 a.m. to 4:00 p.m., Monday through Friday (except holidays) following the Notice of Intent to award. The information will be available in Suite 220, 1555 North Rivercenter Drive.

No **entire** proposal submitted to the state may be marked as confidential. Proprietary information as specified in DOA-3027 (Attachment H4) can be held as confidential with appropriate agency submission of DOA-3027.

Evaluation tabulation and scoring by individual evaluators will also be open for public inspection, but these scores will not identify individual evaluators.

### **A 1.12 Appeal Process**

Notice of protest and final protests must be made in writing. A protestor may appeal the decision of the procuring agency, provided the protestor alleges a violation of a statute or a provision of this chapter, to the Secretary within five (5) working days of issuance of the decision. The subjective judgment of evaluators is not appealable. The Secretary, or designee, shall take necessary action to settle and resolve the protest and shall promptly issue a decision in writing, which shall be mailed or otherwise furnished, to the protestor. The written notice of protest of the rejection of a proposal must be filed with:

Helene Nelson, Secretary  
Department of Health and Family Services  
1 West Wilson Street, Room 650  
P.O. Box 7850  
Madison, Wisconsin 53707-7850

The written notice of protest must be received by the DHFS Secretary's Office no later than five (5) working days after the notice of Phase I RFP results is issued.

The full, final written protest must be received in the Secretary's Office of DHFS no later than ten (10) working days after the notice of Phase I RFP results is issued.

The decision of the Secretary of the Department of Health and Family Services may be appealed to the Secretary of the Department of Administration within five (5) working days of issuance, with a copy of the appeal filed with the procuring agency, providing the appeal alleges a violation of statute(s) or a provision of Wisconsin Administrative Code.

#### **A 1.13 Notice of Non-Approval and Rights of Vendor**

Each applicant whose proposal is reviewed by the Evaluation committee shall receive written notice of the qualification to proceed to Phase II or rejection of the proposal. After notification of proposal qualification or rejection is made, and under the supervision of DCFS staff, copies of all proposals will be available for public inspection for ten working days from the notification of Phase I RFP results date.

Each applicant whose proposal has not been approved for Phase II shall be given an opportunity to discuss with the DCFS representative the reasons for rejection or may write the DCFS representative requesting the reason for the decision.

Upon request, the DCFS representative will verbally clarify the reasons for rejection or will respond in writing explaining the reasons for the rejection.

#### **A 1.14 Availability of Technical Assistance**

Applicants may submit written questions regarding the RFP requirements. The BMCW will supply written answers to all questions submitted by March 9, 2005. The BMCW will send answers to those parties who have submitted a Notice of Intent (See Section A 1.16) by the deadline for letters of intent. Written requests for technical assistance on the application process should be addressed to:

Linda Ashley  
Bureau of Milwaukee Child Welfare  
1555 W. Rivercenter Drive, Suite 220  
Milwaukee, WI 53212  
Email Address: [AshleLB@dhfs.state.wi.us](mailto:AshleLB@dhfs.state.wi.us)  
Telephone # 414-220-7000  
TTY #: 711  
**Collect calls will not be accepted.**

Telephone requests are discouraged and will be responded to in writing.

Applicants are expected to raise any questions, exceptions, or additions they have concerning the RFP Document by March 9, 2005. If an applicant discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the applicant should notify immediately the above named individual of such error and request modification or clarification of the RFP.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements

will be provided to all recipients of this initial RFP. Each proposal shall stipulate that it is predicated upon the requirements, terms, and conditions of this RFP and any supplements or revisions thereof.

Any contact with state employees concerning this RFP are prohibited, except as authorized by the RFP manager during the period from date of release of the RFP until the notice of intent to contract is released.

#### **A 1.15 Applicants' Conference**

An applicants' conference will be held on Friday, March 11, 2005, from 1:00 p.m. to 5:00 p.m., CT, at Site 3, 6111 N. Teutonia Avenue, Milwaukee, WI 53209, to respond to written questions and to provide any needed additional instruction to applicants on the submission of proposals. If no questions are received, the State reserves the right to cancel the applicants' conference. All applicants who intend to respond to the RFP are encouraged to attend the applicants' conference.

#### **A 1.16 Notice of Intent to Apply**

Applicants are requested, but not required, to submit a Notice of Intent to Apply to the DCFS (Attachment H1). The Notice of Intent form should be received by the DCFS by March 25, 2005. Submittal of the Notice of Intent does not commit an agency to submitting an application.

Any supplemental written information related to this RFP developed by the DCFS will be provided only to those agencies who have filed a timely Notice of Intent, or to agencies who request such information. Notices should be delivered to the Contract Administrator, Denise Revels Robinson, by March 25, 2005, 5:00 p.m. to the following address:

Denise Revels Robinson, Director  
Bureau of Milwaukee Child Welfare  
1555 W. Rivercenter Drive, Suite 220  
Milwaukee, WI 53212

#### **A 1.17 RFP Addenda**

DHFS reserves the right to modify, at its sole discretion, this RFP at any time prior to the proposal due date by issuing written RFP addenda. These include, but are not limited to revisions, additions, clarifications and deletions.

This RFP and any RFP addenda shall become part of the final contract. Answers to written questions may also become part of the RFP. DHFS will send RFP addenda via certified or overnight mail to all applicants who submit a Notice of Intent to Apply as instructed in the Section 4.2 of this RFP.